



Director, Utility Operations

Position Number

12223

Approved: 3/18/16

Position Title: Director, Utility Operations EB

Department: Utility Operations

Reports to: City Manager

FLSA Status: Exempt

Bargaining Unit: none

Pay Grade: 35A

Job Status: Contract, at-will

Full Time Equivalent: 1.0

Position Summary

The Director of Utilities is responsible for the oversight of the Utilities Customer Service Division, managing the City's Water/Wastewater System, insuring a safe and efficient operation. Position is responsible for management of quality customer service, the utility enterprise fund, financing capital projects, long term planning of water and wastewater utilities, water rights management and acquisition, and oversight of the utilities' contractors.

Education, Training and Experience – minimum required to proficiently perform the job

Education / higher education: Bachelor's Degree

For required college degrees, applicable field(s) of study: Engineering or directly related discipline

Minimum number of years of directly related experience: 7 years directly related experience, three of which are in a supervisory capacity.

Education and/or experience preferences: None

Certifications, Licenses and Registrations

Driver's License requirement: Frequent Driver -- Regular Driver's License *Required Endorsements:* None

Note -- For any driver, driving record must always meet City driving and insurability standards.

Required certifications, licenses or registrations: Registered Professional Engineer (PE) in New Mexico

Time given after hire/promotion to obtain certification or licenses: None specified

Preferred certifications, licenses or registrations: Level IV - Water and Wastewater Operator State of NM Certification and Professional Engineer License preferred.

Knowledge, Skills and Abilities required to proficiently perform the job

Knowledge: Thorough knowledge of municipal water and wastewater operations and administration. Advanced knowledge of engineering theory and practice, and state construction and maintenance standards and codes.

Skills: Must be able to type rapidly and accurately enough to successfully produce documents/spreadsheets, communicate via e-mail, or perform data entry as necessary to accomplish the essential functions of the position. Use of technology, equipment and software typically used in the office environment. Read, analyze, and interpret the most complex and sensitive documents, to include technical reports, legal documents, and financial reports that apply to the work. Respond effectively to the most sensitive inquiries, complaints, or disputes from regulatory agencies, customers, managers, and the general public. Write highly technical or legal reports, memoranda, and position papers for public dissemination using original or innovative techniques or style. Make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups and forums, and/or elected and appointed officials.

Abilities: Ability to analyze, interpret, and apply advanced mathematical concepts to solve organizational problems. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.

Interaction with Groups/Agencies/Entities: Internal: Works with other department directors and managers on interdepartmental issues and special projects that may have a significant impact on provision of city services. Responds to requests for information from members of the Governing Body, Utilities Commission and City Manager. Maintains harmonious, courteous, and understanding relationships, while fostering a collaborative teamwork environment. External: Works with the Utilities Commission, Governing Body, Water Utility Contractor, members of the business community, other government agencies such as EPA, NMED, MRGCOG, Sandoval County and other municipalities, and with community organizations to insure a safe and efficient water and wastewater system, securing support for public programs. Works closely with the utilities contractor operator, and other consultants and construction contractors. Responds to problems and concerns in a timely manner. Presents a friendly, courteous image for the City to the general public, customer, and public officials.

Authorities and Accountabilities

Level of independent decision making: High--incumbent is expected to analyze complex situations and take appropriate action

Budgetary/Financial/Asset accountability: Moderate - Position is directly accountable to the City Manager.

Span of control: Responsibility for the assigned Department

For positions that supervise:

- Approximate number of employees directly supervised: 5
- Approximate number of employees indirectly supervised through subordinate managers/supervisors (excludes direct reports): manages contract which employs 51 to 100

Essential Functions

The following functions are typical for this position. The omission of specific functions does not exclude them if the work is similar, related or a logical assignment for this position. Other duties may be required and assigned.

- Manages the construction, operation, maintenance, and repair of the City's utility infrastructure, to include planning, design and coordination of vendors and contractors.
- Oversees the operational and fiscal performance of the water utilities contractor to insure safe and efficient water and wastewater systems.
- Develops and maintains the capital and operating budgets, manages water rights acquisitions and water resource programs, and develops long-range water and wastewater utility planning programs.
- Represents the Utility Department at Governing Body meetings, Boards and Commissions and public hearings.
- Represents the City at county, state and federal proceedings regarding water and wastewater issues and works on legislative issues at the county, state and federal level.
- Plans, implements and manages a continuous program of maintenance, expansion and repair of City Water production facilities, distribution systems, collection systems, wastewater treatment plants; and water reuse and storage operations; manages the financial administration of all systems.
- Oversees the reviews of proposed subdivisions for conformance to the City's water and wastewater utilities regulations and coordinates all infrastructure and capital projects relating to water and wastewater systems.
- Advises the City Manager, Utilities Commission and Governing Body on the status of the city's water and wastewater capacity to serve the needs of the City and, as necessary, the need for acquisition of water rights.
- Oversees the daily administrative and technical operations of the Department and the deployment of resources to projects in a fiscally responsible manner.
- Oversees the preparation of the Department's annual budget and presents the budget to the City Manager for review and approval by the City Council.
- Oversees development of the Department's five-year strategic plan for review and/or approval by the Utilities Commission, City Manager and dissemination to the senior management team.
- Develops the Department's annual operations plan to include measurable goals and objectives dissemination to the senior management team.
- Develops and implements strategies and programs to maintain Department productivity and employee morale.
- Develops and implements strategies to insure quality customer service to citizens, contractors, vendors, and government agencies and addresses customer service issues in a timely and responsible manner.
- Evaluates Department productivity and employee performance with managers and initiates strategies for improvement, as required.
- Develops partnerships with other government agencies, local businesses, and community organizations to improve services to the community.
- Determines professional development needs for Department personnel and provides training and educational opportunities for their growth and development.
- Insures that the City's human resources policies and procedures are understood and followed throughout the Department and personnel issues are addressed in a timely manner.

Physical Requirements and Working Conditions

Daily activity level: Primarily sedentary

Physical characteristics: Job requires oral and aural communication; Job requires reading and comprehension of written materials; Job requires normal vision; Must be able to distinguish colors; Must be able to see in dim light; Exposure to high noise levels; Fine finger manipulation; Grasping with hand, gripping; Keystroking or repetitive motion of hands/fingers/arms; Operation of gas-powered machines or equipment; Climbing Ladders; Bending/kneeling/crawling; Lifting/carrying/push/pull up to 49 lbs.; Working more than 8 hours/day; Working more than 5 days a week

Exposures: Falling objects could injure feet; Working outside in inclement weather conditions

Extraordinary working conditions: None

Hazardous equipment/machinery used: None

Required personal protective equipment: Safety Glasses with or w/o side shields/ Latex gloves; Ear Plugs; Gloves (incl. Kevlar gloves);
Safety boots; Hard hat; Protective gear

Approvals and Acknowledgement



Approved by Ty Ryburn, Director Human Resources

Date: 4/15/16

Employee Acknowledgement: I certify by my signature below that I am able to perform the essential functions of this position with or without a reasonable accommodation.

Candidate/Employee name

Date: _____